

IN THE SPECIFICATION

Please enter the following amendment to the Specification:

Please replace the paragraph on page 5, lines 7 through 10 with the following paragraph:

Each of the one or more test client computers is coupled to a respective virtual test system, for example, a virtual telephone caller system, a virtual agent telephone system, a virtual agent computer system, and a ~~virtual agent computer~~ web user system. The virtual test systems are coupled to a contact center.

Please replace the paragraph on page 12, line 29 through page 13, line 13 with the following paragraph:

Referring now to FIG. 3, for which like elements of FIG. 1 are shown having like reference designations, a multimedia synchronization system 100 applied to a contact center 14 and virtual test systems 38, 40, 42, 44 includes a multimedia synchronization server (MSS) 102, also called a synchronization server herein. The MSS 102 is coupled, for example with a TCP/IP connection disposed on an Ethernet local area network 26, to a variety of test client computers 104, 106, 108, 110, or simply clients, herein. Each of the test clients 104, 106, 108, 110 is associated with a virtual test system 38, 40, 42, 44. Each test client 104, 106, 108, 110 can be a computer separate from the virtual test system 38, 40, 42, 44 to which it is associated. Alternatively, one or more of the test clients 104, 106, 108, 110 can be software that runs within the existing hardware of the virtual test systems 38, 40, 42, 44. Regardless of the configuration, test client 104 contains software having a virtual telephone caller script 112, ~~MS test~~ client 106 contains software having a virtual agent telephone script 114, test client 108 contains software having a virtual agent computer

script 116, and test client 110 contains software having a virtual web user script 118. Herein, the term "script" will be used synonymously with the term "program."

Please replace the paragraph on page 14, lines 1 through 8 with the following paragraph:

A variety of test data can be provided by the multimedia synchronization system 100. Time latencies between a variety of actions generated by one or a variety of virtual test systems, including the virtual telephone caller system 38, the virtual web user system 44, the virtual agent telephone system 40, and the virtual agent computer system 42, can be provided. Time latencies between the variety of actions generated by one or the variety of virtual test systems and a variety of contact center functions can also be provided. Time latencies between the variety of contact center functions can also be provided.